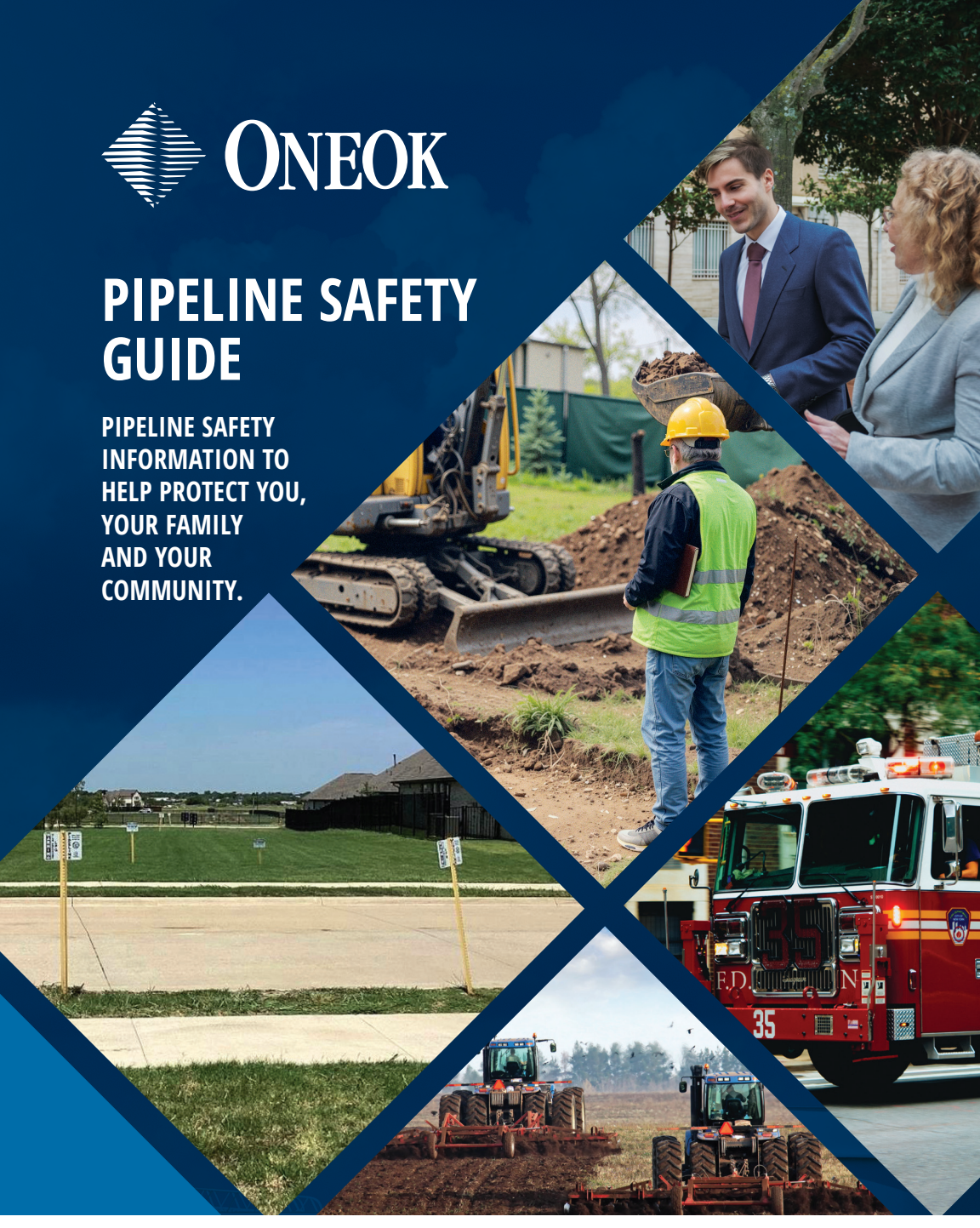
ONEOK

PIPELINE SAFETY GUIDE

PIPELINE SAFETY INFORMATION TO HELP PROTECT YOU, YOUR FAMILY AND YOUR COMMUNITY.



General Public | Emergency Officials | Public Officials | Excavators

Para la versión en español de este folleto, visite nuestro sitio web.

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You are receiving this brochure because you live, work, own property, conduct excavation or agricultural activities, provide emergency services or serve as a public official near a pipeline owned or operated by ONEOK. It provides important information to help you recognize pipeline locations, understand how to prevent damage, identify potential pipeline emergencies and know what actions to take to protect yourself and your community.

This brochure provides information about:

- Pg-2: Pipeline purpose and reliability
- Pg-3: Damage prevention & One-Call information
- Pg-3: Contacting 811
- Pg-5: Pipeline markers
- Pg-6: Right-of-way
- Pg-12: Recognizing leaks
- Pg-11: Emergency response
- Pg-13: Product hazards
- Pg-14: Additional resources

Pipeline Purpose and Reliability

According to the U.S. Department of Transportation, pipelines are among the safest and most efficient means of transporting energy resources. Pipelines safely transport natural gas, natural gas liquids, crude oil and refined petroleum products that help fuel homes, businesses and communities. Due to measures taken by ONEOK and other pipeline companies to prevent pipeline leaks, unplanned releases are rare. Even so, the effects of a pipeline-related emergency will depend on factors involved with the specific situation, such as the product type, amount released and the location where the incident occurred. ONEOK believes there is no substitute for open communication, planning and public awareness when preparing for the unlikely event of a pipeline emergency. Our commitment is to protect people, property and the environment.

1 **CONTACT 811 BEFORE YOU DIG**
Contact 811 before digging by calling 811 or visiting www.811beforeyoudig.com.

2 **WAIT**
Allow utilities to mark facilities

Damage Prevention and Call Before You Dig

SAFETY IS IN YOUR HANDS.
EVERY DIG. EVERY TIME.

Plan Ahead. Call 811.

Coordinate with ONEOK. Dig Safely.

Before any digging begins, call 811 or visit www.811beforeyoudig.com and wait for underground facilities to be marked. This includes activities such as installing fences, mailboxes or signs, planting trees, landscaping, plowing, making drainage improvements or building small structures. The One-Call Center will notify underground utility representatives to mark their facilities at no cost to you. Contacting 811 is required by law, helps prevent damage to underground pipelines and could save your life.

Excavation near underground pipelines may require additional safety precautions and coordination with the pipeline operator. If work will occur within or near a ONEOK pipeline right-of-way, coordinate with ONEOK before excavation begins. A ONEOK representative must be on site during excavation activities.

IMPORTANT INFORMATION FOR EXCAVATORS IN TEXAS

If you are an excavator in the state of Texas, you need to be aware of the Texas Railroad Commission Damage Prevention Rule (Chapter 18) that can be found at: **www.rrc.state.tx.us/pipeline-safety/rules**

Remember:

Contact 811 before every digging project, even if you have contacted 811 previously for a similar project.

Excavation-related damage remains one of the leading causes of pipeline incidents. Even routine activities can damage a pipeline or its protective coating.

If you observe or suspect damage to a pipeline, protective coating or pipeline marker, stop work immediately and contact ONEOK.

Pipeline damage can have serious consequences, including injuries, death, environmental impacts, service interruptions, project delays and significant financial liability. Individuals or companies responsible for damaging pipeline facilities may be held liable for repair costs, emergency response expenses, regulatory penalties and other damages resulting from the incident.

State	Phone Number	Website	Notice Required Prior to Dig
National	811	www.811beforeyoudig.com	Varies by state

3 RESPECT
Respect all locate markings

4 DIG CAREFULLY
Use hand digging when required

ONEOK Steps to Ensure Pipeline Safety

Our rigorous pipeline maintenance program ensures our systems run safely with:

Qualified Employees
Employees receive specialized training

Integrity Management
Internal inspections and scheduled maintenance

Corrosion Protection
Cathodic protection

Routine Patrols
Ground and aerial patrols

24/7 Monitoring
Pipeline Control Center

Emergency Preparedness
Training with first responders

Preventive Maintenance
Routine inspections and repairs

Federal Oversight
PHMSA regulations

ONEOK invests millions every year in research and development to improve and enhance our pipeline safety. Our employees are trained to meet all mandated federal requirements for Pipeline Operator Qualifications in the U.S.

High Consequence Areas (HCAs)

Some portions of ONEOK's pipeline system are located in High Consequence Areas (HCAs), which are areas where a pipeline release could have greater potential impact consequences because of nearby populations or environmentally sensitive locations. These locations receive additional inspections, monitoring and integrity assessments that exceed standard federal requirements to further enhance pipeline safety.

Pipeline Markers

Pipeline markers are used to designate the route of the pipeline. Markers are located where a pipeline crosses a major street or railroad, emerges from the earth or crosses waterways. ONEOK markers come in different shapes and sizes, but all have the following information:

- Contain the word "warning," "danger" or "caution"
- Identify the material being transported

  Example: Natural Gas Pipeline, Propane Pipeline
- Include the name of the pipeline operator

Pipeline markers are no substitute for calling 811.

What Pipeline Markers Tell You and What They Do Not

Tells you:

1. Product
2. Operator
3. Emergency number
4. Approximate location

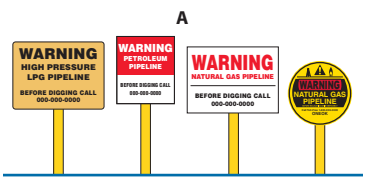
DOES NOT tell you:

1. Exact location
2. Depth
3. Number of pipelines

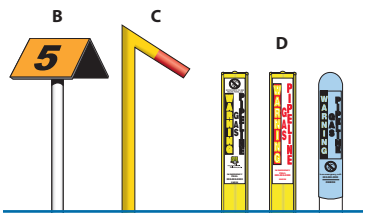
It is possible someone may have moved or damaged ONEOK's markers without ONEOK's knowledge. If you suspect a marker has been moved or if you see a damaged marker, please contact ONEOK at 888-945-2255 or pipelineawareness@oneok.com.

Want to learn more about pipelines operating in your community? Visit the National Pipeline Mapping System (NPMS) at **www.npms.phmsa.dot.gov**. This website provides a list of pipeline operators in your community as well as the location of pipelines and other valuable information.

Pipeline Marker Examples



A. Located near roads, railroads and along the pipeline ROWs



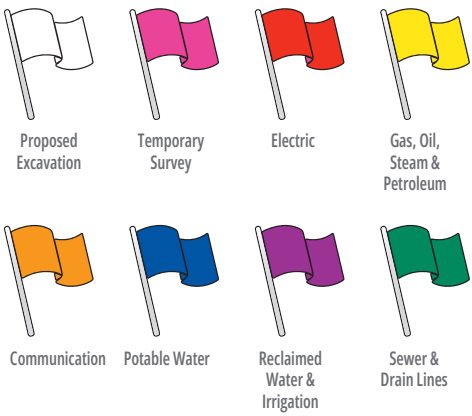
B. Marker for pipeline patrol plane

C. Pipeline casing vent

D. Painted metal or plastic posts

Utility Markings

Utility marking flags follow the American Public Works Association's color code to mark the location and type of underground utilities before any digging project begins.



Understanding Pipeline Rights-of-Way

What is a right-of-way?

The U.S. Department of Transportation (DOT) requires the use of signs to indicate the approximate location, product type and the name and contact information of the company that operates the pipeline. These markers are also placed along the pipeline right-of-way (ROW). A ROW is a strip of land where, through a legal agreement, some property rights have been granted to ONEOK and its affiliates. ROWs are often recognizable as corridors that are clear of trees, buildings or other structures except for the pipeline markers.

Always Contact 811 Prior to Digging

ROW Encroachment Prevention: A pipeline ROW is established through an easement or other agreement that allows ONEOK to operate, inspect, maintain, repair and replace its pipelines. Keeping the ROW clear and accessible allows ONEOK to conduct routine maintenance and inspections, patrol the pipeline and respond safely and quickly in an emergency. Before planning construction, planting trees or conducting other activities that may encroach on the ROW, contact ONEOK for guidance. Always contact 811 before beginning any excavation project so underground utilities can be located and marked.

ROWs allow ONEOK to:

- Inspect
- Maintain
- Patrol
- Repair
- Respond to emergencies

Keep ROWs clear of:

- Buildings
- Pools
- Decks
- Trees
- Fences
- Storage buildings

Always Remember 911 is just for an emergency.

DEERE
350D
TORNADOTRUCKS

Working Safely Near Pipelines

Whether your project is large or small, every excavation has the potential to damage underground utilities. Always contact 811 before disturbing the soil—even for routine landscaping or home improvement projects.

Common Projects that Require Contacting 811

Installing a mailbox

Planting trees

Installing a pool

Grading land

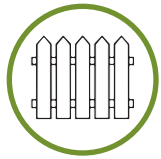
Pouring concrete

Installing irrigation

Building a shed

Agricultural work
Drain Tile Installation, Land Leveling, Terracing, Subsoiling, etc.

Utility installation



Fence installation

The leading causes of underground pipeline damage are failing to call 811 before digging and not waiting for a company representative to be onsite during excavation. Such damage can have serious consequences, including injuries, death, environmental impacts, service interruptions, project delays, and significant costs.

To obtain additional information about pipelines in your area, contact ONEOK at 888-945-2255 or pipelineawareness@oneok.com

What To Do if You Strike a Pipeline

A strike is any contact with a pipeline via mechanical equipment (e.g. backhoe) or hand tools (e.g. shovel).

Even if the pipeline is not leaking, every strike must be reported immediately.

If you strike a pipeline, witness any leak signs or any other unusual sights/sounds/smells near a pipeline, follow these steps:

1. **Stop all excavation and construction.** Shut off all machinery if safe to do so and move away from the area on foot – warn others to do the same.
2. **Do not attempt to repair** the pipe or operate any valves.
3. **Call "911"** as soon as you are in a safe location. Describe the situation and any injuries, leaking product or fire.
4. **Call ONEOK's** emergency number on **Page 15** and explain the incident.
5. **Stop your project** until authorized by ONEOK.

ONEOK considers any of the following events potential emergency situations and requires a call to 911:

- Fire, explosion or a natural disaster at or near a pipeline or related facility
- Accidental release of hazardous vapors and/or liquids from a pipeline or related facility
- Acts of sabotage
- Operational failures causing a hazardous condition

Such events require immediate response and coordinated communication between emergency officials and ONEOK.

DO

1. Leave the area immediately upwind/crosswind
2. Warn others
3. Call 911
4. Call pipeline operator
5. Stay away
6. Wait for first responders. Follow instructions from Emergency Responders regarding evacuation or shelter-in-place actions

DO NOT

1. Create an ignition source
2. Drive through vapor
3. Use cell phones nearby
4. Light matches
5. Start vehicles
6. Operate valves
7. Locate the leak source
8. Attempt repairs
9. Fight the fire
10. Assume someone else has reported the leak

ONEOK's Response to a Leak

ONEOK's Pipeline Control Center is manned 24/7 and is trained and authorized to shut down the pipeline upon receiving an emergency call. ONEOK continues to establish and maintain contact with appropriate fire, police and other public officials. This communication establishes the responsibility and resources of each government organization that may respond to a pipeline emergency. In all cases, emergency responders are directed to protect people first, then the environment and next property. They also are directed to make safe any actual or potential hazards. Emergency officials seeking more information can reach out to us at: pipelineawareness@oneok.com

ONEOK personnel will also:

- Assess the situation
- Isolate the pipeline if necessary
- Coordinate with emergency responders
- Minimize product release
- Begin repairs

ONEOK Facilities

While most ONEOK pipelines are buried underground, our system also includes above-ground facilities such as:

- Pump stations
- Compressor stations (natural gas)
- Valve sites
- Metering stations
- Storage facilities
- Tank batteries (where applicable)
- Natural gas injection wells

These facilities help safely transport, control, monitor and store the products moving through the pipeline system. During normal operations, these facilities are continuously monitored and inspected by trained personnel.
If you notice unusual odors, suspicious activity, damaged equipment or other abnormal conditions near a ONEOK facility, leave the area and **immediately call 911** and ONEOK's emergency number on **Page 15**.

Pipeline Security

Pipeline safety is a shared responsibility.
If you observe suspicious activity, unauthorized excavation, vandalism or anyone attempting to tamper with a pipeline or pipeline facility:

1. **Leave the area if necessary.**
2. **Call 911.**
3. **Contact ONEOK's emergency number on Page 15.**

Prompt reporting helps protect people, nearby communities and critical energy infrastructure.

Emergency Responder Preparedness

ONEOK regularly works with local emergency responders to prepare for the unlikely event of a pipeline emergency. Activities include:

- Emergency response planning
- Joint training exercises
- Incident response coordination
- Emergency drills
- Information sharing with local agencies

These efforts help ensure responders have the information and resources needed to protect people, property and the environment.

Public Officials' Role in Pipeline Safety and Development

Community land-use and development decisions can help prevent pipeline damage by ensuring adequate buffers are maintained between pipeline easements and large excavation and construction projects such as housing and retail developments, road installation and new schools. Public safety and environmental protection are the two top priorities. It is crucial to coordinate with pipeline operators when developing site plans where large numbers of people congregate or limited mobility structures such as schools, nursing homes and churches are being considered.

Recognizing a Pipeline Leak

Use Your Senses to Recognize a Pipeline Emergency

Do you see?

- Persistent bubbling in standing water
- Dead or discolored vegetation
- A sheen on the surface of standing water
- Pooling liquid on the ground
- Slight mist of ice or unexplained frozen ground near a pipeline during warm weather
- A white cloud or fog
- Flames or vapors
- An unusual amount of melted snow
- Dirt blowing from a hole in the ground

Do you smell?

- Strange or unusual odors similar to petrochemicals
- "Rotten eggs"

Do you hear?

Unusual noises such as:

- Hissing
- Roaring
- Bubbling
- Explosions

Common Products Transported by ONEOK Pipelines

Product Hazards

Product	Leak Type	Vapors	Health Hazards	Fire Hazards
Crude Oil	Liquid	Heavier than air	Possible presence of H2S, a toxic gas	Extremely flammable
Gasoline, Diesel, Jet Fuel, Heating Oil, Transmix	Liquid	Heavier than air	Irritating to eyes and skin; vapors at high concentrations may affect central nervous system	Combustible
Propane, Butane	Non gas liquids	Heavier than air	Respiratory tract irritant. May cause central nervous system effects.	Extremely flammable
Nitrogen	Inert Gas	Lighter than air	Dangerous if inhaled	Non-flammable but can displace oxygen
Natural Gas Liquid (NGL)	Gas	Heavier than air	Dangerous if inhaled	Extremely flammable
Natural Gas	Colorless, odorless, tasteless, gas	Lighter than air	Extremely high concentration may cause irritation or asphyxiation	Extremely flammable
Methanol	Liquid	Heavier than air	Harmful or fatal if swallowed, inhaled or absorbed through skin	Highly flammable, keep away from heat, sparks, open flames and other ignition sources
CO2	Nonflammable Gas	Heavier than air	Avoid direct contact with liquid product. Can cause frostbite. Vapors are non-toxic but can serve as an asphyxiant.	Nonflammable gas

Additional Resources

Learn more!

We would love to connect with you! If you would like a ONEOK representative to contact you, please contact us at **888-945-2255** or email **pipelineawareness@oneok.com**

- National Pipeline Mapping System (NPMS)
  The location of ONEOK and other operators' pipelines can be found at the National Pipeline Mapping System (NPMS) website at:
  www.npms.phmsa.dot.gov
- Pipeline and Hazardous Materials Safety Administration (PHMSA)
  www.phmsa.dot.gov
- Pipeline Association for Public Awareness
  www.pipelineawareness.org
- 811
  www.811beforeyoudig.com
- Common Ground Alliance (CGA)
  www.commongroundalliance.com
- Pipeline 101
  www.pipeline101.com

Learn more!
Scan the QR code or go to:
https://www.oneok.com/public-awareness/public-awareness-and-pipeline-safety

Pipeline Safety Reminders

1. Pipelines are among the safest and most efficient ways to transport energy.
2. ONEOK monitors its pipeline systems 24 hours a day, seven days a week.
3. Every digging project—large or small—requires contacting 811 before excavation.
4. Pipeline markers indicate the approximate location of a pipeline, not its exact location or depth.
5. Advanced inline inspection tools ("smart pigs") help identify potential issues before they become problems.
6. Pipeline safety is a shared responsibility. Staying informed, recognizing leak warning signs and reporting suspicious activity help protect your community.

If you have a pipeline emergency, dial 911.

ONEOK's Pipeline Control Center operates 24 hours a day, seven days a week to respond to emergency calls. Upon making an emergency call to Pipeline Control, the controller will engage emergency responders and our field operations personnel who live nearest to the ONEOK pipeline.

If you are unsure whom to call, you may call the phone number on the closest pipeline marker or any of the numbers below, and the ONEOK Controller will route the call to the pipeline controller's console who is monitoring the pipeline system.

Emergency Numbers

Natural Gas Liquids

ONEOK NGL Pipeline 800-666-9041
ONEOK North System 888-844-5658
ONEOK Permian NGL Operating Company 844-288-7240
ONEOK Bakken Pipeline 855-348-7258
ONEOK Elk Creek Pipeline 855-348-7258

Natural Gas

Mid-Continent Market Center 888-215-5137
OkTex Pipeline – Texas 800-562-5879
OkTex Pipeline – Oklahoma 888-215-5137
ONEOK Field Services 888-675-3302
ONEOK Gas Transportation 888-215-5137
ONEOK Rockies Midstream – North Dakota and Montana 800-778-7834
ONEOK Texas Gas Storage 800-562-5879
ONEOK WesTex Transmission 800-562-5879

Refined Products and Crude

Magellan Pipeline Company 800-720-2417
Magellan Crude Oil Pipeline 800-720-2417
Magellan Pipeline Holdings 800-720-2417
Magellan Terminals Holdings 800-720-2417
Magellan Operating Company 800-720-2417
Medallion Operating Company, LLC 888-314-1527

EnLink (a subsidiary of ONEOK)

In Louisiana 866-394-9839
In Oklahoma, New Mexico, and Texas 877-593-0822

ONEOK

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Take our survey!

Your feedback helps ONEOK evaluate the effectiveness of its Public Awareness program and improve Pipeline Safety Communications.

Scan the QR code to take the survey or go to:

www.surveymonkey.com/r/26ALLSUVONE

Find your unique ID code located in the address section to the right.